

Norfolk County Council, Adult Learning

Learner Involvement

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Contents

To become Outstanding with Ofsted.....	3
Introduction	3
Our ambition for Learner Involvement.....	3
Our approach to Learner Involvement.....	4
Learner Forum	4
Surveys	5
Learner Awards.....	5
Feedback	6
Measuring Impact	6

Introduction

Learner involvement is central to providing an outstanding learning experience and continuous improvement in the way we develop and provide our courses.

The Adult Learning vision is 'Changing lives through inspirational learning with exceptional support'.

To achieve our vision and priorities we need to ensure that the Learner is at the heart of everything we do. The aim of this statement of intent is to ensure that Learner voice mechanisms are Learner led and fully integrated.

For Learners, the potential benefits include:

- a) **A more responsive, more engaging, higher quality offer** that empowers Learners in shaping their own experience.
- b) **Improved outcomes and personal development** for Learners by using feedback to shape programmes that support Learners to succeed.
- c) **Learners who feel more involved and are motivated** to put something back into the organisation, for instance by contributing to the development of procedure and programmes, or by coming back to share their experience of life and workplace with future Learners.

For Adult Learning potential benefits include:

- a) Increased participation, **retention, progression, and achievement.**
- b) Better **quality of information about the Learner's perspective**, which can be used in conjunction with other sources of data and drive professional and **organisational development** and **quality improvement**, and **curriculum development.**
- c) **Better decisions** about resource allocation and investment.

Our ambition for Learner Involvement

At Adult Learning we want to:

- a) Create a framework for constructive Learner feedback and involvement
- b) Ensure that the Learner voice is included in our day-to-day decision making and curriculum development
- c) Create a culture where our tutors and staff encourage and respond positively to feedback
- d) Measure and track the outcomes that show the impact the Learner involvement has had.

Our approach to Learner Involvement

This document covers four main areas:

- a) Involvement of Learners individually to strengthen teaching and learning and responsiveness to individual needs
- b) Involvement of Learners collectively to strengthen Learner participation and

representation

- c) Development of our staff and governance to create a culture of Learner-led involvement
- d) Ensuring the Learner Voice is integral to our decision-making processes and curriculum development.

The learner involvement activities we will undertake can be summarised as:

- a) Learner forum
- b) Learner surveys
- c) Learner awards
- d) Web feedback

Learner Forums

A Learner Forum is the best opportunity for our learners to feed in their ideas about what Adult Learning is doing well, how we can improve and what new things we should be thinking about.

What will the Learner Forum do?

- a) Enable learners to meet and share experiences and ideas with other learners and staff
- b) Receive up-to-date and in-depth information from Adult Learning staff on new initiatives, resources, and services
- c) Provide opportunities for learners to make suggestions of what could go into learning programmes
- d) Learners participating in the Forum can help staff evaluate information from learner surveys and participation reports
- e) Enable learners to express their concerns and ensure that Adult Learning responds appropriately to the issues that are raised
- f) Help ensure accessibility by road testing evaluation forms, systems, and changes in procedure etc.
- g) Provide an ongoing consultation role for staff and the Steering Group

How often will a Learner Forum take place?

Adult Learning holds a Learner Forum each term.

Who can attend the Learner Forum?

All current learners are invited to the Learner Forums which are held online, with those not able to attend online provided a location to attend and take part in the online meeting.

From Adult Learning either the Assistant Head of Service – Operations and Learner Services or the Learner Services Manager will chair the meeting with additional Adult Learning staff depending on the topics under discussion.

Surveys

Learner views at the start of course survey

Learners will receive an online satisfaction survey two weeks after starting their course*. This survey will help us understand how learners find out about, and join a course, as well as how they feel about their course after they have attended a few sessions. The information they supply is confidential and is used to help us improve.

Learner views at the end of course survey

Learners will receive an online satisfaction survey two weeks prior to their course ending*. This survey will help us understand how Learners feel about their course once they have nearly completed it. The information they supply is confidential and is used to help us improve.

*Short courses will receive one survey combining both start and end of course surveys

Learner Awards

Our Learners overcome many challenges and barriers to their learning, and Adult Learning wants to celebrate their achievements and success with them as well as showcase what can be achieved to attract our future Learners.

We will present termly awards and hold an annual awards ceremony that recognises the achievement of our Learners with a range of awards across curriculum areas and across the service.

The impact of this will be that our Learners feel valued with a specific forum for this, but additionally our tutors are able to showcase the success stories of what they do. Ultimately leading to an improvement of both Learner and staff perception of the service.

Learner feedback

We listen to what our learners have to say, this helps us to make improvements to our service, which benefits all our learners.

Learners can scan a QR code or visit: www.norfolk.gov.uk/alfeedback



Our website constantly collects user feedback via the Govmetric satisfaction monitor or via the feedback page [Adult Learning feedback - Norfolk County Council](#).

We will report on the information analysed monthly, to ensure that we make changes that accurately reflect the needs of current and future Learners.

Learners will be able to easily access the information they need about their course and have everything possible to make their experience a positive one.

Feedback will also support the reduction in avoidable contact from Learners with queries over information, as well as increasing the likelihood that they will book a place on one of our courses through the simple and intuitive process.

Measuring Impact

We will hold one central feedback mechanism which will capture all feedback from all sources and show the actions taken based on the Learner Voice. We will be able to demonstrate the improvements made.